

# Commander and Installation Banking and Credit Union Liaison Officer Deskguide



**November 2005**

Foreword

This guide was developed to serve as a reference tool for commanders and bank and credit union liaison officers (BLO/CULO) in fulfilling their responsibilities in accordance with DoD Financial Management Regulation 7000.14-R, Volume 5 Chapter 34, Procedures Governing Banks, Credit Unions, and Other Financial Institutions on DoD Installations.

Recommended changes to this guide should be forwarded to the respective Military Department bank and credit union liaison officer at the following addresses:

Department of the Army  
Office of the Deputy Assistant Secretary of the Army (FO)  
Attn: DA Banking Officer  
109 Army Pentagon, Rm 3A322  
Washington DC 20310-0109  
Phone: (703) 693-2766; DSN: 223

Department of the Navy  
Office of Financial Operations  
720 Kennon St, SE., Room 115  
Washington Navy Yard, DC 20374-5025  
Phone: (202) 685-6736; DSN: 325

Department of the Air Force  
Office of the SAF/FMP AFAFO (Pentagon)  
Attn: SAF Banking Officer  
1621 N. Kent St, Ste 340  
Arlington VA 22209  
Phone: (703) 588-0933; DSN: 425

The respective military department will review and forward changes to:

DFAS Columbus  
Attn: DFAS-PKC/CO  
P.O. Box 182317  
Columbus, OH 43218-2317

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## 1. References

This guide primarily contains references to DoD Financial Management Regulation 7000.14-R, Volume 5, Chapter 34, Procedures Governing Banks and Credit Unions and other Financial Institutions on DoD Installations ([http://www.dod.mil/comptroller/fmr/05/05\\_34.pdf](http://www.dod.mil/comptroller/fmr/05/05_34.pdf)). Other references include:

(a) Department of Defense Directive 1000.11, Financial Institutions on DoD Installations ([www.dtic.mil/whs/directives/corres/pdf/d100011\\_060900/d100011p.pdf](http://www.dtic.mil/whs/directives/corres/pdf/d100011_060900/d100011p.pdf))

(b) Department of Defense Overseas Military Banking Contract MDA210-02-D-0003. Copies of the contract may be obtained at <https://dfas4dod.dfas.mil/systems/>.

(c) Department of Defense Financial Management Regulation 7000.14, Volume 5 Chapter 5, paragraph 050102 Depositories ([Treasury General Accounts](#))

(d) All applicable federal and state banking and credit union regulations, status of forces agreements, and host-nation laws in countries where DoD is deployed overseas

(e) Professional Associations:

(1) Defense Credit Union Council ([www.d cuc.org](http://www.d cuc.org))

(2) Association of Military Banks of America ([www.ambahq.org](http://www.ambahq.org))

(3) Armed Forces Financial Network (AFFN) ([www.affn.org](http://www.affn.org))

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## 2. History

### (a) Domestic/Overseas Banking:

(1) The history of the military banking program dates back several decades. Initially, the Treasury established the program under the Civil War Vintage National Bank Act of June 3, 1864, which was codified as Title 12 U.S.C. Section 90. During World War II, War Department planners realized that soldiers and civilians urgently needed some form of financial service. The country began mobilizing in 1941 and many military installations were located in remote areas. Military personnel and civilian employees at these locations needed a place to deposit money and cash checks. Disbursing officers needed cash for payrolls.

(2) The first stateside military banking facility commenced in 1942 at Ft. Sill, Oklahoma. By June 1943, over 160 Army and Navy bases had military banking facilities. In 1946, the U.S. Army requested the U.S. Treasury provide limited financial services to the U.S. forces stationed in the Pacific. Overseas military banking facilities commenced in 1947 to provide services to U.S. Occupation Forces following the end of World War II. In February 1947, the U.S. Treasury authorized the acceptance of deposits of military payment certificates, U.S. dollars, and U.S. financial paper for U.S. forces stationed in Germany and Austria. The Treasury authorization also permitted a bank to act as a general depository of public funds and to establish local currency accounts for disbursing officers and other custodians of public funds.

(3) The Department of Treasury provided program management from 1947 to 1977. In 1977, management responsibility was transferred to the Office of the Under Secretary of Defense, Comptroller and in 1998, the Defense Finance and Accounting Service (DFAS) assumed responsibility of the program management, where it remains today.

### (b) Domestic/Overseas Credit Unions:

(1) Historically, credit unions evolved from cooperative activities in 19<sup>th</sup> century Europe. The idea and concept were simple: People pooling their money and making loans to each other. As the 20th century began, the credit union idea surfaced in Canada and migrated to the United States, leading to passage of the first state credit union act in 1909.

(2) A credit union is a cooperative financial institution, owned and controlled by the people who use its services. These people are members. Credit unions serve groups that share something in common (field of membership), such as where they work, live, go to church, their profession or trade. Credit unions are not-for-profit, and exist to provide a safe, convenient place for members to save money and to get loans at reasonable rates. An individual seeking to use the services of a credit union first must become a member through opening a nominal share (savings) account.

(3) Credit unions, like other financial institutions, are closely regulated. The National Credit Union Share Insurance Fund, administered by the National Credit Union Administration, an agency of the federal government, insures deposits of credit union members of both federal and state-chartered credit unions. Credit unions may be chartered either by state agencies or the federal agency, the National Credit Union Administration (NCUA).

(4) Domestically, defense credit unions have been serving and supporting military and civilian personnel from the Department of Defense establishment since 1928. Defense Credit Unions were introduced to the overseas environment after the House Committee on Banking and Currency conducted an investigation of U.S. and foreign loan companies, and discovered that military personnel were being charged as high as 200 percent and in the range of 30 to 40 percent for loans.

(5) A formal program (the Patman Plan) was drafted in late 1965 by the Committee on Banking and Currency for the formation of Overseas Credit Unions. The first overseas defense credit union branch was operational in December 1967 with many others following in 1968. By the end of 1976, all of the locally organized, unchartered defense credit unions overseas had been merged or liquidated. Today, where permitted by the status of forces agreements or other intergovernmental agreements or host-country law, only federal credit unions or federally insured state chartered credit unions may operate on overseas DoD installations.

(6) Credit unions overseas are operated under a geographical franchise. The ultimate decision to provide services overseas rests with the credit union itself once they've been granted the geographical franchise. The extension of credit union services overseas is encouraged consistent with the principles established for domestic credit unions, and must comply with applicable status of forces agreements, other intergovernmental agreements, or host-country law. Please see [Appendix C](#) for the current listing of geographic franchises.

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### 3. Commander Responsibilities

Commanders at all levels (major area, base, and installation) play a critical role to ensure that suitable banking/credit union (here after referred to as financial institutions (FIs) unless specified) services are provided at their location. DoD Directive 1000.11, Financial Institutions on DoD Installations establishes policy, applicability, and general responsibility for the operation of FIs on military bases, and DoDFMR, Volume 5, Chapter 34 provides the Department's guidance and procedures to ensure the Directive's policies are achieved and maintained. Paragraphs 340306 and 340307 of the DoDFMR contain specific responsibilities of Commanders. Listed below are some of these highlights:

(a) Appoint qualified personnel as BLO/CULO to monitor the banking/credit union programs within the command and forward a copy of the appointment letter to the Secretary of the Military Department (MILDEP) concerned (or designee). See [Appendix E](#) for sample BLO appointment orders.

(b) Provide office space and logistical support such as, utilities, security, etc. in accordance with DoDFMR, Volume 5, Chapter 34, paragraph 340603 (overseas banking), 340805 (overseas credit unions), 340704 A&B (domestic credit unions), and 340505.B (domestic banks). In the case of ATMs, the installation commander is responsible for funding requirements for the proposed ATM site, including required renovations or building construction, site preparation costs, alarm systems, security equipment, video monitors and recorders (if required), communication lines (data and class A phone service), telephone equipment and any periodic line costs (including upgrades), electrical power, uninterruptible power supply, heating and air conditioning equipment, and any periodic maintenance of installed equipment other than the ATM.

(c) Seek the provision of financial services (as defined in DoDFMR, Chapter 34, Volume 5, paragraph 340914) from only on-base financial institutions.

(d) Cooperate with FIs associations, leagues, and councils.

(e) Encourage DoD personnel to serve on volunteer boards or committees of on-base FIs without compensation when neither conflict of duty, nor conflict of interest are involved.

(f) Allow DoD personnel to attend conferences and meetings that bring together representatives from on-base FIs when neither a conflict of duty, nor a conflict of interest are involved.

(g) Ensure that the community's interaction with the on-base FIs is kept open and effective.

(h) Invite representatives of the on-base FIs to participate in newcomers' briefings to inform newly assigned personnel of available products and services.

(i) Invite representatives of the on-base FIs to participate in financial education seminars designed to educate community personnel on personal financial management, checkbook

management, and other available services. These forums are not intended for promoting specific products and services. Advance-briefing texts should be submitted to the Installation Commander for approval.

(j) Perform a periodic review of on-base FIs operating conditions to determine if any changes or improvements need to be made.

(k) Ensure that on-base FIs operating agreements and real estate documents are current.

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#### 4. Bank Liaison Officer (BLO)/Credit Union Liaison Officer (CULO) Responsibilities

The BLO/CULOs provide a vital communication link between the on-base FI manager, the command, and their customers. Paragraphs 340508 and 340709 of Volume 5 of the DODFMR contain the specific responsibilities of the BLO/CULO. Listed below are some of these highlights.

- (a) Develop and maintain regular contact with the on-base FI manager.
- (b) Provide the name and duty telephone number of the BLO for display in each FI facility.
- (c) Assist in resolving customer problems or complaints with the on-base FI.
- (d) Inform the on-base FI of pending developments that will impact operations and services (e.g., deployments).
- (e) Monitor on base FIs services through personal observation of average waiting times, teller station staffing, customer service quality, ATM availability, customer complaints, etc. Work with the Branch Manager to resolve any concerns. Inform installation or community commanders of any deficiencies initially reported. Ensure timely resolution of all deficiencies.
- (f) Coordinate requests for changes of service with the on-base FIs.
- (g) Provide the managers of the on-base FI with the applicable policies and procedures governing the operation of FIs on DoD installations.
- (h) Attend financial workshops and conferences to stay informed on FI operations and issues.
- (i) Ensure the lease and operating agreements are current. Operating agreements must be updated at least every five years and the current version of the operating agreement must be sent to the Secretary (or designee) of the Military Department concerned. Ensure that Appraisers for the Corps of Engineers, Naval Engineering Command, whether in-house or outsourced, are knowledgeable and apply the definition of Fair Market Value, as noted in DoDFMR Volume 5, Chapter 34, paragraph 340911. Review proposed in-kind consideration and in conjunction with the base commander and on-base FI quantify the value of services that are recommended for approval.

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## 5. On-base FI Manager Responsibilities

The installation FI manager is responsible for compliance with all applicable laws, rules, regulations, policies and procedures governing FI operation on a DoD Installation. On installation FIs are also encouraged to support the overall mission of the community through active participation in community events. Additionally, the on-base FIs should:

(a) Maintain liaison with the Installation Commander, DoD personnel, customers/members, and the command BLO/CULO.

(b) Inform the command and BLO/CULO about operational matters that will affect the community, such as new policies, internal changes in service, operational days and hours, products and services, etc.

(c) Ensure that the FI is adequately staffed.

(d) Coordinate community requirements for additional services or changes in services (late service, holiday or training closures) and changes in regulations or provisions that might affect the community. This includes incoming briefings to new commanders and BLOs/CULOs.

(e) Coordinate the bank/credit union facility requirements with the BLO/CULO in accordance with the appropriate regulations.

(f) Coordinate with the community to provide information for military training requirements relating to financial services.

(g) Coordinate lease and operating agreements with the BLO/CULO to ensure they are current.

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### Financial Education#

The Department of Defense has established the Financial Readiness Campaign to give Service Members and their families a chance to learn more about personal finances and to encourage them to better manage their money. The campaign is directed toward junior enlisted Service Members who are most at risk and spouses of Service Members who have not received the personal finance information that is part of military training.

The financial well being of the force is a significant readiness issue. Today's complex financial environment demands wise choices about savings, credit, mortgages, Thrift Savings Program and a host of fact of life issues. To further complicate financial readiness plans, the military lifestyle includes frequent relocations and deployments. Military Service must not inhibit a Service Member's ability to build savings.

The DoD has partnered with the public and private sector for answers, and has established memoranda of understanding with several federal agencies and nonprofit organizations. These organizations have pledged to support the efforts of personnel at the installation who are responsible for providing financial education and financial counseling to Service Members and their families.

The financial readiness campaign is expected to continue over several years, with the department refining the approach and the partnerships over time. The overall objective will remain the same, to increase personal readiness by reducing the stressors related to poor financial habits. This campaign will seek to increase awareness, increase savings and reduce dependence on credit, and increase protection against predatory practices.

Financial well being is an important aspect of the social compact between the Department of Defense, Service Members and their families. The Department is committed to providing reliable financial information and assistance to our Service Members. The list of available Internet websites on the following page were compiled and vetted through the MILDEP BLOs and DFAS.

#### (h) The role of Defense Credit Unions and Banks in the Provision of Financial Education

Banks and Credit Unions on DoD installations are encouraged to provide financial education and counseling services as an integral part of their financial service offerings to their customers and communities IAW Chapter 34, paragraph 340408.

Preference shall be given to the on-installation FIs to provide the education programs and information required by DoD policy. The Installation Commander shall review all materials and briefings prior to use ensure that the program is not used to promote services of a specific financial institution. Under no circumstances shall other commercial agents, including representatives of loan, finance, insurance and investment companies be used to provide the educational programs and information required by DoD policy.

DoD policy on Personal Financial Management and Educational Programs on Personal Financial Affairs can be found in DoD Instruction ([DoDI 1342.17](#)), Personal Financial Management for Service Members, November 12, 2004, [DoDD 1344.7](#), Personal Commercial Solicitation on DoD Installations and USD (P&R) and at [Appendix N](#), OUSD (P&R) interim policy memo dated April 29, 2002, respectively. (See paragraph E3.1.6 of DoDI 1342.17 (at link below) for further guidance on on-base financial institution's role in providing financial education.)

[http://www.dtic.mil/whs/directives/corres/pdf/i134217\\_111204/i134217p.pdf](http://www.dtic.mil/whs/directives/corres/pdf/i134217_111204/i134217p.pdf)

(i) Financial Education Resources

<http://www.consumerfed.org/backpage/savings.cfm>

This site has informative press releases, studies, and brochures about how Americans handle their finances and tips for saving money, building wealth and managing debt.

Federal Government - <http://www.mymoney.gov>

This site provided by the Department of Treasury is dedicated to helping Americans understand how to save, invest and manage money to meet personal goals.

Military Money <sup>TM</sup> - <http://www.militarymoney.com>

This is an online version of Military Money magazine. Military Money was created to address the lifestyle of the military family and to serve as an engaging financial resource for families with loved ones serving in the armed forces.

Federal Trade Commission's Military Sentinel - <http://www.consumer.gov/military>

This website is a joint initiative of the Federal Trade Commission and the Department of Defense to identify and target consumer protection issues that affect members of the United States Armed Forces and their families. This website also provides a gateway to consumer education materials covering a wide range of consumer protection issues, from auto leasing, to identity theft, to work-at-home scams.

NMFA - <http://www.nmfa.org>

The National Military Family Association provides a one-stop resource for military families and service members featuring a wide range of topics relevant to today's military lifestyle.

Consumer Information - <http://www.consumer.gov>

This website is a resource for consumer information provided by the federal government.

GAO - <http://www.gao.gov/new.items/d0593sp.pdf>

This 25-page document presents highlights from the Government Accountability Office Forum on Financial Literacy. This forum focused on the Federal Government's role in improving financial literacy.

Federal Deposit Insurance Corporation - <http://www.fdic.gov>

The FDIC preserves and promotes public confidence in the U.S. financial system by insuring deposits in banks and thrift institutions for up to \$100,000.

VA Life Insurance - <http://www.insurance.va.gov/sgliSite/forms/brochure.pdf>

This brochure provides important information about Service Members' Group Life Insurance for members of the United States Armed Forces.

National Association of Insurance Commissioners - <http://www.naic.org>

The NAIC was created to assist state insurance regulators in serving the public interest while

protecting the public interest, promoting competitive markets, facilitating the fair and equitable treatment of consumers, promoting the reliability, solvency and financial solidity of insurance institutions and supporting and improving state regulation of insurance.

[The Life and Health Insurance Foundation for Education - http://www.life-line.org](http://www.life-line.org)

This web site is a one-stop resource for information about life, health, disability and long-term care insurance, and the essential role of these products within a sound financial plan.

[Securities and Exchange Commission - http://www.sec.gov/investor.shtml](http://www.sec.gov/investor.shtml)

This link is to the SEC's Office of Investor Education and Assistance. They provide a variety of services to address the problems and questions you may face as an investor. They cannot tell you what investments to make, but they can educate you on how to invest wisely and avoid fraud.

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Advertising and Solicitation of Non-Installation Entities

(j) Solicitation of financial services on DoD installations has received a lot of attention in the past few years and has seen a lot of activity and change...for the better. DoD has issued new (draft at time of this guide publication) guidance through DoD Directive (DoDD), 1344.7, "Personal Commercial Solicitation on DoD Installations". Final version of the policy is due out in the near future, and will be forwarded to all concerned.

(k) For regulatory guidance on advertising refer to DODFMR Volume 5, Chapter 34, paragraph 340403. The most relevant information concerning advertising is contained in paragraph E and G as stated below.

E. Off-base financial institutions are not permitted to distribute competitive literature or forms on the installation. These institutions, however, may use commercial advertising, mailings or telecommunications to reach their customers.

G. Installation activities, including Military Exchange Services and concessionaire outlets, shall not permit the distribution of literature from off-base financial institutions if there is an on-base financial institution. This does not prevent the Military Exchange Services from distributing literature on affinity credit card services that those Military Exchange Services may acquire centrally through competitive solicitation.

Please also see the memoranda at [Appendix L](#) for further clarification on advertising.

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### Morale Welfare and Recreation (MWR) Event Sponsorship

There has been much discussion on this topic over the last several years. It has become apparent that the biggest challenge we face in working with our installation MWR community is a simple misunderstanding and unfamiliarity with regulatory guidance and imposed limits for sponsoring events with outside (off-installation) entities. This short section of the guide will hopefully clear up some of the confusion and provide the tools with which all can become smarter and aware of the regulations and published guidance.

The main challenges faced when an MWR sponsored event takes place on an installation is the fact that off-installation financial institutions use the event in an attempt to gain access to collect information for solicitation of new business. This is simply not allowed. (See OUSD(C) memo at [Appendix M](#)).

Specifically, many banks, credit unions and other financial education foundations from off the installation sponsor MWR events and have held prize drawings, vacation giveaways and other drawings to lure Service members into their tents, areas or stands. While there, they have attempted to collect personal information, contact data and other necessary data so that they may contact them at a later date. In some cases, businesses have gone so far as advertising their products and services and have attempted to gain new customers while at the event. This is a flagrant violation of the rules and something you should be aware of.

Other challenges include dealing with the sponsors' advertising and handout materials. Again, neither is authorized (See [Advertising section](#) at page 11 of this guide and [Appendix L](#), OUSD(C) memo).

A better understanding of the limits placed on these sponsors, will aide in the execution of your duties and responsibilities. Do not be intimidated by these corporations. If they are in the wrong, they need to know it and need to fix it. It behooves everybody to play by the rules.

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## 6. Service Members Civil Relief Act of 2003 (SCRA)

The Service Members Civil Relief Act of 2003 (SCRA) formerly known as the Soldiers' and Sailors' Civil Relief Act of 1940 (SSCRA) is a federal law that gives all military members some important rights as they enter active duty. It covers such issues as rental agreements, security deposits, prepaid rent, eviction, installment contracts, credit card interest rates, mortgage interest rates, mortgage foreclosure, civil judicial proceedings, and income tax payments. It also provides many important protections to military members while on active duty.

The SCRA protects active duty military members and reservists or members of the National Guard called to active duty (starting on the date active duty orders are received) and, in limited situations, dependents of military members (e.g., certain eviction actions).

To receive protection under some parts of the SCRA, the member must be prepared to show that military service has had a "material effect" on the legal or financial matter involved. Protection under the SCRA must be requested during the member's military duty or within 30 to 180 days after military service ends, depending on the protection being requested.

In many situations, the SCRA protections are not automatic, but require some action to invoke the Act. For example, to obtain a reduction on pre-active duty mortgage or credit card interest rates, the Service Member must send their lender/creditor a written request and a copy of mobilization orders.

Among other protections under the new law, the most important for discussion here are listed below: (For a complete list and review of the provisions, simply type "Service Members Civil Relief Act" into any credible internet search engine, and you will find numerous links.)

### **The Six Percent Rule:**

One of the most widely known benefits under the SSCRA and now the SCRA is the ability to reduce pre-service consumer debt and mortgage interest rates to 6% under certain circumstances. How does the 6 % interest rule work?

Consider this example: Three months ago Mr. Smith and his wife bought a car for \$13,000, paying \$1,000 down and financing \$12,000 at 9% interest. Last week, Mr. Smith was called to active duty as Staff Sergeant (SSG) Smith. **Before** entering active duty Mr. Smith earned \$42,000 per year. As a staff sergeant he now earns almost \$27,000 (a staff sergeant with over 12 years of military service from Defense Finance & Accounting Service pay scale). Because of the SCRA, SSG Smith may ask the car financing company or financial institution to lower the interest rate to 6% while he is on active duty -- military service has *materially affected* his ability to pay since he is earning less money on active duty than before. SSG Smith should inform the financial institution of his situation in writing accompanied by a copy of the orders placing him on active duty, and request immediate confirmation that they have lowered his interest rate to 6% under the SCRA. The finance company must adjust the interest down to 6% unless it goes to court. In court, the finance company, not SSG Smith, would have to prove that SSG Smith's ability to pay the loan has not been materially affected by his military service. The 3% difference is forgiven or excused, and SSG Smith need not pay that amount. SSG Smith does



need to continue making the monthly payments of principal and interest (at 6%) to avoid his account being considered delinquent. Continuing payments should also avoid any adverse credit reports from the finance company. (See Section 207, SCRA)

**Note:** In some situations civilian employers have agreed to pay the military member the difference between the military pay and the civilian pay earned before the call to active duty. In most of these situations, military service has not materially affected the member's ability to pay, so it is unlikely that the SCRA 6% interest limitation applies. Of course, if the military member's expenses increased (for example, the member must pay for a second apartment at the duty station, or the member's spouse gave up her job to move with him) military service might have materially affected the member and the SCRA 6% interest limit could apply.

What if instead of buying the car before he came on active duty, SSG Smith left his car at home for his wife and purchased a used car at his duty station? To do so, he borrowed \$4,000 at 9% interest. Since SSG Smith incurred the debt after entering active duty the SCRA 6% interest limit does not apply.

### **Termination of Leases**

Another significant change provided in the SCRA, is found in Section 305. The prior law only allowed the termination of pre-service "dwelling, professional, business, agricultural, or similar" leases. The new provision in the SCRA allows termination of leases by active duty Service Members who subsequently receive orders for a permanent change of station (PCS) or a deployment for a period of 90 days or more. The SCRA also includes automobiles leased for personal or business use by Service Members and their dependents. The pre-service automobile lease may be cancelled if the Service Member receives active duty orders for a period of 180 days or more. The automobile lease entered into while the Service Member is on active duty may be terminated if the Service Member receives PCS orders to a (1) location outside the continental United States or (2) deployment orders for a period of 180 days or more. (See Section 305, SCRA)

### **Default Judgment Protection**

7. If a default judgment is entered against a Service Member during his or her active duty service, or within 60 days thereafter, the SCRA allows the service member to reopen that default judgment and set it aside. In order to set aside a default judgment, the service member must show that he or she was prejudiced by not being able to appear in person, and he or she has good and legal defenses to the claims against him/her. The Service Member must apply to the court for relief within 90 days of the termination or release from military service. (See Section 201, SCRA)

### **Life Insurance Protection**

(a) The SCRA also permits the Service Member to request deferment of certain commercial life insurance premiums and other payments for the period of military service and two years thereafter. If the Department of Veteran Affairs approves the request, the United States will guarantee the payments, the policy shall continue in effect, and the Service Member will have two years after the period of military service to repay all premiums and interest. The SCRA

increases the amount of insurance this program will cover to the greater of \$250,000.00 or the maximum limit of the Service Members Group Life Insurance. (See Section 401, SCRA)

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About the Overseas Military Banking Program (OMBP) Contract

Since 1976, the DoD has awarded a contract to provide financial services overseas. DFAS is the program manager and the contracting officer's representative, who is responsible for the administration of the OMBP contract. The current Indefinite Delivery Indefinite Quantity cost plus fixed fee contract is for five years with five one-year options. The current contractor, Bank of America (BoA), is providing services at approximately 100 branch offices and 300 Automated Teller Machines (ATMs) in the countries listed below. These banking services directly improve the quality of life of our Service Members and their families who are stationed overseas.

Locally, the banking facilities are called Community Bank and are operated by the current contractor in the following locations:

- Germany
- Netherlands
- United Kingdom
- Iceland
- Japan/Okinawa
- Korea
- Diego Garcia
- Guantanamo Bay, Cuba
- Honduras
- Kwajalein

Contract MDA210-02-D-0003 establishes the OMBP requirements and the support and assistance provided by the DoD. The sections of the Contract are broken down as follows:

- Section A - Solicitation/Contract Form
- Section B - Supplies or Services and Prices/Costs
- Section C - Description/Specifications/Work Statement
- Section D - Packaging and Marking
- Section E - Inspection and Acceptance
- Section F - Deliveries or Performance
- Section G - Contract Administration Data
- Section H - Special Contract Requirements
- Section I - Contract Clauses
- Section J - List of Documents, Exhibits, and Attachments

Sections C, G, H, and J are of particular interest to the BLO. These sections provide detailed work specifications to the contractor regarding authorized customers, products and services, logistics support, bank locations, and hours of operation required for successful performance on the contract. Copies of the contract may be obtained at:  
<https://dfas4dod.dfas.mil/systems/MDA210-02-D-0003-P00007.doc>.

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## Overseas Bank

### Opening Procedures

This section is intended to provide a general outline that describes the steps involved in establishing a military banking facility (MBF) and ATMs in an overseas country that does not currently have service under contract MDA210-02-D-0003. For follow-on MBFs in the same country, some of the preliminary agreements/steps performed would not be repeated. The high level tasks listed here are not intended to be the only steps to opening a given MBF. Each country can have issues that result in a myriad of exceptions, but these baseline tasks are fairly consistently applied.

(1) The overseas installation commander requests banking services through command channels to the MILDEP BLO. The installation commander appoints a BLO who provides support to and receives support from the MILDEP BLO. Note the installation is responsible for ensuring adequate logistics support (office space, utilities, security, etc.) is available. (For details see DoD FMR Volume 5, Chapter 34, paragraph 340603).

(2) The MILDEP BLO approves the request to add these services and forwards it to the DFAS. DFAS ensures pertinent status of forces agreement, other intergovernmental agreements or host-country law authorize establishment of MBFs in the country. DFAS determines the requested action is within the scope of the contract and provides the recommendation to MILDEP BLO.

(3) DFAS issues a technical direction letter (TDL) to the banking contractor requesting a technical and cost proposal for requested products and services.

(4) The contractor's proposal (including the project plan) is received and evaluated for technical adequacy and cost reasonableness by DFAS and all MILDEP BLOs. If a request for fee is included in the proposal, the contracting officer will evaluate/validate and work with the MILDEP BLOs because they are responsible for the funding of any fees by the contractor.

(5) If the proposal is determined acceptable, another TDL is issued to direct the contractor to proceed.

(6) The contractor orders and coordinates the necessary infrastructure for the product or service. DFAS, MILDEP BLOs, local BLO, and the contractor partner coordinate renovation (repair, rehabilitation, and alteration of real property) and/or minor construction requirements. Availability of installation and interstation telephone services and Internet connections is furnished, where available. Access to the Defense Data Network is provided. The base furnishes local command security forces. In the case of ATMs, the installation is responsible for funding requirements for the proposed ATM site, including required renovations or building construction, site preparation costs, alarm systems, security equipment, video

monitors and recorders (if required), communication lines (data and class A phone service), telephone equipment and any periodic line costs (including upgrades), electrical power, uninterruptible power supply, heating and air conditioning equipment, and any periodic maintenance of installed equipment other than the ATM.

(7) Furniture, signage, and office equipment are ordered by the contractor in accordance with the Model Bank Concept.

(8) The contractor develops back office support functions, location, and procedures. The general ledger account structure is established and accounting support procedures are developed. The financial reporting approach and procedures are completed.

(9) The client information strategy (display of posters, public service announcements, etc.) is developed and executed by the contractor.

(10) The contractor orders and distributes branch supplies, training materials, and establishes the correspondent bank relationships, if needed. The recruitment and hiring of the bank manager and associates are completed. The contractor also ensures that the MBF has US and local currency.

(11) DFAS accepts the completed service.

(12) The branch formally exercises opening day.

Note: Timeframes for completing the steps above cannot be measured precisely. Opening a new MBF as described above could reasonably be completed in as few as 6 months, but could also take several years to finish.

Note: For domestic banks, credit unions, and overseas credit unions, opening procedures are defined in DoD FMR, Volume 5, Chapter 34, paragraphs 3405, 3407, and 3408 respectively.

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Overseas Bank

Closing Procedures

This section is intended to provide a general outline that describes the steps involved in closing a MBF and ATMs. The high level tasks listed here are not intended to be the only steps to closing a MBF. Each closure will have issues that result in a myriad of other actions required, but these baseline tasks are fairly consistently applied.

(1) The overseas installation commander requests the closure of a MBF through command channels to the Installation BLO and the MILDEP BLO.

(2) The MILDEP BLO approves the request to terminate banking services and forwards it to the DFAS.

(3) DFAS sends a technical direction letter (TDL) to the banking contractor requesting a technical and cost proposal be developed.

(4) The contractor proposal is received and evaluated for technical adequacy and cost reasonableness by DFAS and all MILDEP BLOs. The proposal should include major timelines/milestones for staffing and transfer plans, disposition of employees, property, financial papers, cash, and account signature cards.

(5) If the proposal is determined acceptable, another TDL is issued to direct the contractor to proceed. The following actions will take place:

(a) The contractor initiates necessary personnel actions in accordance with local legal requirements and mails out the first client notification to account holders.

(b) The contractor performs a pre-inventory of financial papers and equipment. Logistics and security termination contracts are negotiated.

(c) The second client notification is sent to account holders and a facility pre-inspection is conducted between the contractor and base Department of Public Works (DPW), facility engineering (FE), or civil engineering (CE) personnel.

(d) Final closure schedule and contracts are completed by the contractor. The client information strategy (display of posters, public service announcements, etc.) is developed and executed by the contractor.

(e) Account signature cards are transferred to gaining banks. The bank is officially closed. Excess cash, coins, and financial papers are shipped to the main cash vault for that country. ATMs, furniture, equipment, on-line teller systems, and retention records are removed and transported to storage pending disposition instructions.

(6) The local real estate office performs final inspection of the facility. Facility keys are returned to the installation commander.

Note: Timeframes for completing the steps above cannot be measured precisely. Closing a MBF could reasonably be completed in a 5-6 month timeframe, but could also take more than a year to finish.

Note: For domestic banks, credit unions, and overseas credit unions, closing procedures are defined in DoD FMR, Volume 5, Chapter 34, paragraphs 3405, 3407, and 3408 respectively.

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DoD Designated  
Foreign Geographic Franchise  
Assignment Listing

DODFMR, Volume 5, Chapter 34, Subparagraph 340801 establishes the Department's policy allowing credit union services' provided by domestic on-base credit unions operating under a geographic franchise, to authorized persons and organizations . Further, the expansion of credit union service overseas is encouraged consistent with the principles prescribed for domestic credit unions and with applicable Status of Forces Agreements (SOFA) or other intergovernmental agreements, or host-country law. Where permitted by the SOFA or other intergovernmental agreements, or host-country law, only federal credit unions or federally insured state chartered credit unions may operate on overseas DoD installations. The ultimate decision to provide services overseas rests with the credit union itself. Credit Union services to authorized persons and organizations on DoD installations overseas are provided by domestic defense credit unions operating under a geographic franchise. The DoD geographic fields of membership (franchises) are as follows:

BAHRAIN

Navy Federal Credit Union

BELGIUM

Andrews Federal Credit Union

CANADA

Navy Federal Credit Union

CUBA

Navy Federal Credit Union

DIEGO GARCIA

Navy Federal Credit Union

FEDERAL REPUBLIC OF GERMANY

Andrews Federal Credit Union:

State of Hessen

State of Nordrhein Westfalen

Hameln Pymont – Sub District of Hannover County/District

State of Niedersachsen

Mainz – Sub District of County/District Rheinhessen

State of Rheinlandpfalz

Bad Kreuznach – Sub District of Koblenz County/District

State of Rheinlandpfalz

County/District of Unterfranken – State of Bayern



Pentagon Federal Credit Union:  
(No Locations - SOFA Reference only)

Service Federal Credit Union:  
State of Berlin  
State of Baden–Wurttemberg  
State of Saarland  
State of Rheinlandpfalz excluding:  
    Bad Krueznach - Sub District of Koblenz  
    Mainz - Sub District of Rheinhessen  
State of Bayern excluding County/District of Unterfranken

GREECE/CRETE

Navy Federal Credit Union

HONG KONG

Navy Federal Credit Union

ICELAND

Navy Federal Credit Union

ITALY

Army and Air Force	Global Credit Union
Navy and Marine Corps	Navy Federal Credit Union

JAPAN

Army and Air Force	United Services of America Federal Credit Union
Navy and Marine Corps	Navy Federal Credit Union

KOREA

United Services of America Federal Credit Union

THE NETHERLANDS

Andrews Federal Credit Union

OKINAWA (Prefecture of Japan)

Army and Air Force	Pentagon Federal Credit Union
Navy and Marine Corp	Navy Federal Credit Union

PORTUGAL

Army and Air Force	Pentagon Federal Credit Union
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SINGAPORE

Navy Federal Credit Union

SPAIN

Army and Air Force	Pentagon Federal Credit Union
Navy and Marine Corps	Navy Federal Credit Union

TURKEY

Pentagon Federal Credit Union

UNITED KINGDOM

Army and Air Force	Keesler Federal Credit Union
Navy/Marine Corps	Navy Federal Credit Union

WORLD-WIDE

Tower Federal Credit Union (representative offices only)  
Security Service Federal Credit Union (representative offices only)

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Procedures for Establishing an Overseas Credit Union

Excerpt of DoD FMR Volume 5, Chapter 34:

*340801. General Policy*

*A. Credit union services to authorized persons and organizations may be provided by domestic on-base credit unions operating under a geographic franchise.*

*B. The extension of credit union service overseas is encouraged consistent with the principles prescribed for domestic credit unions and with applicable status of forces agreements or other intergovernmental agreements, or host-country law.*

*C. Where permitted by the status of forces agreements or other intergovernmental agreements, or host-country law, only federal credit unions or federally insured state chartered credit unions may operate on overseas DoD installations. The ultimate decision to provide services overseas rests with the credit union itself.*

*340802. Establishment*

*A. Commanders shall notify the Secretary of the Military Department concerned (or designee), through command channels, when overseas credit union services are needed. Such requests shall include:*

- 1. Full information about available space and logistical support.*
- 2. The name and location of the nearest credit union facility or branch.*
- 3. The distance between the installation and the nearest credit union facility or branch.*
- 4. The availability of any official or public transportation.*
- 5. The number of DoD personnel in duty assignments that confine them to the installation or who cannot obtain transportation (such as hospital patients).*
- 6. In countries not presently served, a statement concurred in by the cognizant Combatant Command that the requirement has been coordinated with the U.S. Chief of diplomatic Mission or U.S. Embassy. The statement shall include that the host country will permit credit union operations and will indicate any conditions imposed by the host country with respect to those operations.*

*B. Subsequent to approval of the request from the installation or community commander to establish an overseas credit union facility, the Secretary of the Military Department concerned (or designee) shall solicit proposals for the provision of full credit union services under the following provisions.*

*1. Where there is a DoD designated geographic franchise with a specific field of membership, the Secretary of the Military Department (or designee) shall direct the installation or community commander to contact the supporting credit union and request that a branch or facility be established. The basic decision concerning such extensions of service rests with the servicing credit union. The Director, DFAS (or designee) shall maintain a listing of all geographic franchises assigned to credit unions serving DoD overseas installations.*

*2. Where there is no DoD designated geographic franchise, the Secretary of the Military Department (or designee) shall:*

*a. Coordinate requests, through the Director, DFAS (or designee), to obtain a geographic franchise. A geographic franchise is the authorization granted to a credit union by the Office of the Under Secretary of Defense (Comptroller) (OUSD(C)) to provide financial services in a specific geographic region located outside the United States, its territories and possessions.*

*b. Solicit proposals from credit unions currently operating on DoD installations.*

*c. Review proposals of interested credit unions.*

*d. Coordinate with field commands, as needed.*

*e. Recommend selection to the NCUA or applicable state regulatory agency with a copy to the DFAS and the OUSD(C), requesting that the appropriate field of membership adjustment be made. Such a recommendation shall identify the primary installations on which the credit union would operate and, if applicable, the contiguous geographic boundaries for future facilities and branches.*

*C. Where there is an existing field of membership, the Secretary of the Military Department concerned (or designee) shall take the following actions:*

*1. If a credit union on an installation terminates operation, afford any other credit union having a geographic franchise within that country an opportunity to assume the franchise being vacated. If all such institutions decline, the geographic franchise shall be offered to the federally insured credit union community. If, as a result of a credit union decision to decline service to an installation or a termination action, another credit union (a) offers to provide service, (b) meets host country requirements (if any) and (c) is assigned the former geographic franchise or portion thereof, the NCUA or the applicable state regulatory agency shall be notified and requested to make appropriate field of membership adjustments.*

*2. When other credit union(s) having a geographic franchise within a country decline the opportunity, or there is no other credit union having a franchise within that country, the provisions of subparagraph 340802.B.2, above, apply.*

*D. No commitment may be made to a credit union regarding its proposal until the appropriate regulatory agency has announced a selection. ([Top](#))*

Sample BLO/CULO  
Appointment

Letterhead

OFFICE SYMBOL

DATE

MEMORANDUM FOR (APPLICABLE MILDEP BLO/CULO) (See [Foreword](#) for addresses)

SUBJECT: BANK/CREDIT UNION LIAISON OFFICER APPOINTMENT

1. Effective immediately, the following named individual is appointed as the Bank Liaison Officer/Credit Union Liaison Officer for the (Please insert the DoD installation this individual is appointed as the BLO/CULO).

Doe, Jane J.            Program Analyst, C-7, Directorate of Resource Management

Contact Information:	Email Address
	Phone Number
	Fax Number

2. Authority: DoD Financial Management Regulation, Volume 5, Chapter 34, paragraphs 340508 and 340709.

3. Purpose: To perform duties as Bank Liaison Officer/Credit Union Liaison Officer between the (DoD installation listed above) and the on-base FI .

4. Period: Until officially relieved.

5. Point of contact for this action is the undersigned at DSN xxx-xxxx.

Signature block

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Sample Memorandum of Agreement

Foreign Financial Institution's ATMs

If there is not a MBF or Overseas Credit Union located on a foreign installation and neither the OMBP nor the Overseas Credit Union have authority to operate, and if ATM support is requested by the Command the following format will be used to request ATM Services.

# AUTOMATED TELLER MACHINE AGREEMENT

BETWEEN

UNITED STATES MILITARY  
TRAINING MISSION (USMTM)

&

THE SAUDI  
AMERICAN BANK

(DATE)

1. This Automated Teller Machine (ATM) Agreement is signed between the Saudi American Bank, a Saudi Joint Stock company located in Riyadh, Saudi Arabia, and the United States Military Training Mission (USMTM), a United States Military Agency, located in Riyadh as part of the military cooperation between Saudi Arabia and the United States Armed Forces.

## 2. TASK

- a. Chief, USMTM has requested the Saudi American Bank to install an Automated Teller Machine (ATM), at Eskan Village, Riyadh, Saudi Arabia.
- b. The ATM is to satisfy the reasonable Saudi Riyals (SR) requirements of personnel based at Eskan Village through the use of their branded debit and credit cards issued abroad by their host bank.

## 3. ISSUES

- a. There are no electronic banking facilities currently at Eskan Village.
- b. Cash is currently dispensed through the USMTM Finance Office. The ATM's role is to assist the finance office on dispensing cash during and after duty hours.
- c. Personnel identified by the Saudi American Bank and whose names will be submitted to MODA through the USMTM Force Protection office shall be granted access to the site to conduct routine service and cash replenishment of the machine.

## 4. PROVISION OF SERVICES

- a. Saudi American Bank will install an ATM at the agreed site in Eskan Village, Riyadh, Saudi Arabia that:
  1. Can be utilized by the specified brand of cards, both debit and credit. The initial phase of installation will service any card with access to:
    - a. Cirrus Network/Logo
    - b. Maestro Network/Logo
    - c. Plus Network/Logo
    - d. KSA local issued cards
  2. Will dispense Saudi Riyals (SR) and U.S. dollars. The cash configuration will consist of:
    - a) SR 100.00
    - b) SR 200.00
    - c) SR 500.00
    - d) \$20 (initially)
    - e) \$100 (not initially)

3. Will be operational 24 hrs a day, except for routine service or unexpected equipment/communication failure. Saudi American Bank shall not be liable for any interruption in service.
  4. Will be clearly branded and positioned to satisfy the USMTM and Saudi American Bank's reasonable requirements.
  5. Will be routinely serviced by Saudi American Bank representatives specified by Saudi American Bank and agreed by MODA through the USMTM Force Protection office.
  6. Will have cash replenishment serviced by the Saudi American Bank or a designate. The Saudi American Bank and the USMTM Finance office will determine timing for replenishment and nominated representatives.
  7. Will be under the operational control of the Saudi American Bank.
  8. Will provide 2 STC lines with 64K digital capability.
- b. The USMTM will provide:
1. A suitable site for the Saudi American Bank's ATM at no cost to Saudi American Bank and subject to the Saudi American Bank's specifications and approval.
  2. Continuous power to the Saudi American Bank's site at no cost to Saudi American Bank.
  3. Power supply for ancillary equipment at the site at no cost to the Saudi American Bank.
  4. Preparation of the site to meet the site specification required by Saudi American Bank.
  5. Reasonable security for the ATM site as would be provided to other commercial facilities on site.
  6. Escort from Gate 1 to the ATM machine and back to Gate 1, when the Saudi American Bank representatives require access to the ATM machine for service or maintenance.
  7. Due to security reasons, there may be occasions where the Saudi American Bank representatives may not get access to Eskin Village. Personnel identified by the Saudi American Bank to conduct routine service and cash replenishment of the machine will be subject to MODA approval. In such cases, the Saudi American Bank will not be responsible for the lack of available funds during that period, machine malfunctions or hardware failure.



8. USMTM will provide reasonable security to ensure the safe use of the Automated Teller Machine. USMTM will provide timely security response during any type of illegal use(s) of the ATM. USMTM will provide full cooperation with all authorities involved to settle such illegal use(s) of the ATM. This agreement between the USMTM, Eskan Village, Riyadh, Saudi Arabia and the Saudi American Bank relieves the U.S. Government of any liability associated with the operation of the ATM.

## 5. COST OF THE SERVICES

- a. Saudi American Bank will incur all cost related to the ATM, its maintenance and service.
- b. The Saudi American Bank will not charge the customer with any direct fees for usage of the ATM, unless the law or bank regulations dictate such requirement. The normal customer's transaction cost will only reflect their own bank charges, as agreed by them with their respective host bank.
- c. In the event the Saudi American Bank sees the need to charge the customer any additional fees for the usage of the ATM, both the Saudi American Bank representative and the USMTM Finance representative will meet and review the ATM Agreement.
- d. The Saudi American Bank will have no additional charges due to the location or the unique configuration of the ATM.

## 6. MOVEMENTS OF PARTS AND MONEY

- a. The Saudi American Bank will organize and pay for the transportation of money to/from the site.
- b. Saudi American Bank representative or engineers will be required to transport computer parts to/from the ATM in order to provide operational service for the ATM, as agreed by the Saudi American Bank and the USMTM Finance office.

7. **GOODWILL.** Both the Saudi American Bank and the USMTM are entering into this relationship in good faith. The maintenance of this good relationship requires parties to be transparent and open in all their dealings.

8. **REVIEW OF SERVICE.** In order to ensure that the service offered by the Saudi American Bank to the USMTM is being fulfilled to the satisfaction of both parties, a review meeting should be conducted at least every six months.

9. **TERMINATION OF RELATIONSHIP.** Either party may terminate the service agreement by providing a 30-day written notice of their intent.

10. This ATMA shall be governed by and construed in accordance with the laws and regulations of the Kingdom of Saudi Arabia and both parties agree that any dispute arising thereunder shall

be submitted exclusively to the appropriated courts and/or committees in the Kingdom of Saudi Arabia for final resolution.

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FIRST PARTY  
(NAME OF MANAGER)  
General Manager  
Saudi American Bank

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SECOND PARTY  
(NAME OF COMMANDER)  
MG, SERVICE  
Chief, US Military Training Mission

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### Limited Depositary Accounts (LDA)

The MILDEP BLOs, are somewhat removed from the process of establishing and maintaining these type of accounts. However, as the subject does arise on a recurring basis, it was thought best to include the requirements below for general information and processes. DFAS, in coordination with the US Treasury, Financial Management Services (FMS) has the lead on approval and implementation of LDAs.

New guidance, recently released on requesting approval of an LDA is provided below:

1. References:

a. US Treasury Financial Manual, Vol 1, Pt 4, Chap 9000, Section 9030, Designated Depositories.

b. Department of Defense Financial Management Regulation (DoDFMR) Volume 5, Chapter 14.

2. All requests should include the Disbursing Station Symbol Number (DSSN) and a point of contact. The new procedures require the disbursing officer to include, at a minimum, the following:

a. Justification for the account

b. Location

c. Name of the currency

d. Criteria for determining the best bank and reason for recommending its selection (i.e., results of the competitive process)

e. Name of the bank to be designated (regardless of possible previous designations)

f. Bank address

g. Name and title of the bank official and telephone number(s)

h. Percentage of ownership by a u.s. bank

i. Name of the correspondent bank in the u.s., the account number, and a poc (name, title, and telephone number)

j. Compliance with the provisions of the reference, or reasons for exceptions.

3. Requests for U.S. dollar accounts must include supporting documents indicating that a commitment to pledge collateral was requested from the bank recommended for selection. If the bank agrees to pledge collateral, the agency may request a U.S. dollar operating account. If the bank refuses, the agency may only request a U.S. dollar zero-balance account. Any request for a U.S. dollar LDA must first be authorized by the Director for Financial Commerce, OUSD (C) (now the Director for Accounting and Finance Policy and Analysis) in accordance with

paragraph 140101 of the DoDFMR, Vol. 5. The U.S. Treasury is the approval authority for all LDAs.

4. All DoD disbursing officers must forward requests for an LDA to: **DFAS-DOSD/KC, Financial Services Policy Branch, 1500 E. 95th Street, Kansas City Missouri 64197.**

5. These requirements will be included in a future change to the DoDFMR, Volume 5. In the interim, all disbursing officers must review reference a. to ensure they are in compliance with current regulations. The new requirements can be found at: <http://fms.treas.gov/tfm/vol1/v1p4c9000.pdf>. Procedures are subject to possible changes and a review is needed to the Disbursing Change Advisories (DCA) for any future updates.

6. POC for DFAS is DFAS-DOSD/KC, DSN 465- 3607/7140, or Commercial (816) 926-3607/7140, or DOSD mailbox [DFAS-DCMO@dfas.mil](mailto:DFAS-DCMO@dfas.mil). Requests may be scanned and emailed to [DFAS-DCMO@dfas.mil](mailto:DFAS-DCMO@dfas.mil) to expedite the requests.

7. POCs for Financial Services Policy Branch are:

Janice Egersett, [Janice.Egersett@dfas.mil](mailto:Janice.Egersett@dfas.mil) Comm: (816) 926-2448

Rebecca Medved, [Rebecca.Medved@dfas.mil](mailto:Rebecca.Medved@dfas.mil) Comm: (816) 926-7684

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Solicitation Process for On-Base Financial Institutions

Regarding In-Store Banking and ATM Solicitations on the Installation, the following procedures apply:

1. Commands must formally offer opportunities to on-base financial institutions (FI) first.
2. If there are currently financial institutions on base, they must be allowed to compete for the government's requirement.
3. If on-base FIs do not wish to provide the service, the Major Command must obtain and forward to the respective MILDEP BLO a written declination from the FIs and justification for permission to conduct solicitation for an additional FI to come onto the installation to provide the required service.
4. If approved, a solicitation is conducted IAW DoDFMR, Volume 5, Chapter 34, paragraph 340503. Steps will follow the basic process below:
  - a. The MILDEP can conduct the solicitation or delegate to the installation commander (IC). The latter is the norm. If the IC conducts the solicitation, the MILDEP reviews the solicitation process and provides final approval. Reference DoDFMR, Volume 5, Chapter 34, paragraph 340503B.
  - b. Solicitations are accomplished by filing a notice/advertisement with "Federal Business Opportunities" (FedBizOpps). An announcement is submitted on-line at [www.eps.gov](http://www.eps.gov). Instructions and a contact telephone number are provided to assist users on the web page. Advertisements are to run for 30 days.
  - c. Alternative solicitation advertising procedures can be found in the paragraph above. They include expanding the solicitation to other industry publications and Trade Association notification.

Note: Solicitation procedures when there is no FI on the installation are the same as above in paragraph 4 a-c.

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Leasing Procedures  
and In-Kind Consideration (IKC)

**Leases and Out Grants of Real Property.** Lease information regarding banks and credit unions on DoD installations can be found at DoDFMR, Volume 5, Chapter 34, paragraphs 340505-07 (Domestic Banks) and 340704-06 (Domestic Credit Unions).

There are various differences between leases for banks and credit unions, but both must have the following provisions at a minimum:

- a. The government has the right to terminate the lease due to national emergency; installation inactivation, closing, or other disposal action; or default by the lessee.
- b. The lessee shall provide written notice 180 days prior to voluntarily terminating the lease.
- c. Upon a lease termination, the government has the option to cause the title of all structures and other improvements to be conveyed to the United States without reimbursement, or require the lessee to remove the improvements and restore the land to its original condition.

**In-Kind Consideration (IKC).** Property is leased for use by financial institutions under the authority of 10 USC 2667. There is no provision in law for the DOD to charge less than fair market value consideration for leases to banks or credit unions. However the consideration may be in-kind provided by the lessee. The types of IKC which may be accepted by the military Service are as follows:

- a. Maintenance, protection, alteration, repair, improvement, or restoration (including environmental restoration) of property or facilities.
- b. Construction of new facilities
- c. Provision of facilities
- d. Facilities Operation Support
- e. Provision of such other services, [such as financial services provided by banks and credit unions] relating to activities that will occur on the leased property. This in-kind consideration may be accepted on any property or facility under the control of the respective Service Secretary that is executing the out lease.

The Services differ slightly in what can be considered as IKC. It is imperative therefore that you work closely with the command and other real estate personnel on your installation to ensure the agreements are in accordance with Service standards.

IKC is intended to reduce cash payment by the FI only if they can demonstrate a service or savings to the Service Member and/or government based on a sound case of comparing local off-post financial institutions costs to their own and only if the additional cost is due to being on the installation or to the services above the industry standard as requested by the government. Calculations should be based on services offered at the branch(s) on post asking for the IKC only; not based on the entire FI's corporate structure of products and expenses and not based on services which are an "industry standard".

Negotiations for IKC to be considered may take quite some time. Therefore, the process should start no later 8-12 months prior to lease renewal date. All items should be addressed between the real estate attorneys/representatives and the on-installation FI's management prior to finalizing any lease agreement.

### IKC Procedures

1. The financial institution provides a request as part of the Report of Availability or separate to the BLO/CULO with an extensive list of items that may be promoted by the FI as a consideration item and the amount of benefit that was received by the Service/Service Member. Detailed supporting data should be included as enclosures.
2. The installation Command (or designee) will evaluate the FI's submission and respond. After this, a face-to-face meeting is held to discuss line items rejected by the Command, if any. Complete negotiations. The BLO/CULO in conjunction with the on-base FI validates and certifies the value of services to be accepted as IKC and submits to the respective Service real estate agency for review and decision to finalize the lease.
3. The ultimate decision authority for IKC varies between the Services:
  - Army: The decision and approval process is coordinated between the US Army Corps of Engineers (USACE) District Commander and the Installation Commander, with the final authority residing with the former.  
(See [http://www.usapa.army.mil/pdffiles/r405\\_80.pdf](http://www.usapa.army.mil/pdffiles/r405_80.pdf) (paragraph 2-12. a., 1-3)).
  - Dept of Navy: If the in-kind consideration consists of maintenance, protection, alteration, construction of new facilities, provision of facilities, or facilities operation support final authority rests with the Naval Facilities Engineering Command. If the consideration consists of the provision of other services, final authority rests with DASN (I&F).
  - US Air Force: Final authority rests with the Installation Commander (or designee).  
(AFI 32-9003 1.5 and 2.1)

The following provides more detail on the types of financial services, maintenance, security and other items for which IKC could be considered, but are not all-inclusive. All items must be supported with detailed data on the cost savings to the soldier and/or government and be based on the local economy:

Possible IKC Line Items

1. Automated Teller Machines: The density of ATM's on the installation exceeds the normal average by population. However, for military need or the convenience of the post population, additional machines are installed and maintained, at the request of the installation.
2. Parking Lot Maintenance: Annual striping of the parking lot; periodic pothole repair; other maintenance.
3. Building Maintenance: Annual cost of maintaining the facility. This should only apply if the facility is a federally owned facility. If this is the financial institution's facility, maintenance of the non-federal facility would not be an in-kind item.
4. Building Improvements: Interior construction of offices or other permanent upgrades to a federal facility. This could include additional costs associated with historic property restoration, if applicable.
5. Security & Escort Service: Contracts with a private security company.
6. Alarm Monitoring: Contracts with a private security company for the alarm monitoring of ATMs.
7. Landscaping Service: Contracts with a private company for landscaping services. The coverage includes areas deemed the responsibility of the installation.
8. Non-Profit Accounts: Accounts are provided at a less than industry rate for non-profit activities such as youth groups and wives' clubs or for installation quality of life activities.
9. Corporate Donations: Annual donations provided to the installation community programs such as Army Community Service, Navy-Marine Corps Relief Society, Installation Morale, Welfare and Recreation, Family of the Year, Soldier of the Year, NCO of the Year and Volunteer of the Year.
10. Volunteer Work: The employees established a non-profit support system for programs on post. Employees volunteer \_\_\_\_\_ hours per year in the installation community while on work hours.
11. No Interest Repayment Plan: Special program for Service members.
12. Overdraft Assistance: Special program for Service members.
13. ATM Non-Customer Surcharge: Charges a less-than-industry rate to non-customers who utilize its ATM's on base. Calculate annual loss of revenue. [Only if the industry standard in the area is to charge customers; zero charges to customers can also be included.]



14. Personal Financial Counseling: If the industry standard is to only offer this at the main office, not at all or for a charge, this in-branch service is offered to individuals and families with an emphasis on budgeting, debt consolidation and the importance of establishing sound credit. Calculate annual expense/lost charges associated with providing service.
15. On-Post Financial Counseling: Annually, provides financial counseling through one-hour classes and training sessions to about \_\_0,000 Service Members.
16. Anti-Payday Lender Programs: Other programs not associated with personal financial counseling, but offered to combat payday lender activities.
17. Newcomers Orientation: There is a participation cost associated with the monthly newcomers orientation in which the FI assists in informing newcomers of the financial services available in the community. The annual cost is \$\_\_,000.00.
18. Miscellaneous Service Charges: Many customer and non-customer services are provided for free or at a less than industry standard. Examples of these services are a no account balance requirement that triggers a charge for checks written on the account, cashier's checks, check cashing, non-sufficient fund fees, money orders, stop payments and wire transfers. Calculate approximate annual loss of revenue for these services.
19. Treasury General Accounts: In lieu of the government performing this function, on-installation financial institutions establish TGAs (see [Appendix K](#)) and accept this responsibility. Calculate the savings to the government if the on-installation institution has an active TGA account (the alternative would be the use of off-installation financial institutions at a significant cost for armored carrier services to pick up and deliver funds).

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### In-store Banking

The installation commander approves in-store banking. An amendment will be prepared to the existing operating agreement between the commander and the on-base financial institution.

If on-base FIs do not wish to provide the service, the Major Command must obtain and forward to the respective MILDEP BLO a written declination from the FIs and justification for permission to conduct solicitation for an additional FI to come onto the installation to provide the required service (See [Appendix H](#) of this guide for the solicitation process).

See regulatory excerpt below:

DoD FMR, Volume 5, Chapter 34, paragraph 340509 (Banks) and paragraph 340710 (Credit Unions).

[http://www.dod.mil/comptroller/fmr/05/05\\_34.pdf](http://www.dod.mil/comptroller/fmr/05/05_34.pdf)

#### 340710. In-Store Banking.

*In-store banking services may be provided in accordance with paragraph 340509, above, except that:*

*A. Credit unions interested in submitting proposals to provide requested in-store banking services shall provide a statement from the NCUA or applicable state regulatory agency certifying the credit union's authority to offer the requested financial services to the commissary, Military Exchange, or other on-base facilities.*

*B. Space granted to a credit union selected to provide in-store banking services should be issued through a no-cost license in accordance with section 170 of the Federal Credit Union Act (12 U.S.C. 1770) (reference (t)).*

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### Treasury General Account (TGA)

The installation commander is the decision authority for approving an institution on base for TGA activity. The local disbursing officer or BLO will send in the formal change request. The request will go through the DFAS Columbus to the Treasury. If the TGA is for a credit union on post, they will need an approval letter from NCUA to assume a TGA account (or be approved for an In-Store Banking agreement).

To establish a TGA, reference DoD FMR, Volume 5, Chapter 5, paragraph 050102C, to submit request.

See regulatory excerpt below:

DoD Financial Management Regulation Volume 5, Chapter 5, December 2001  
[http://www.dod.mil/comptroller/fmr/05/05\\_05.pdf](http://www.dod.mil/comptroller/fmr/05/05_05.pdf)

#### 050102. Depositories

##### *B. General Depositories.*

*As described by the Department of the Treasury Financial Manual for Guidance of Departments and Agencies (reference (m)), general depositories are commercial banks or other financial institutions which have been specifically designated and authorized by the Treasury Department to maintain a demand account in the name of Treasury for the purpose of accepting deposits to the TGA. These depositories will be designated only at locations where they are needed to receive deposits of public funds for credit to the TGA or to furnish cash to Dos for official disbursements. Making deposits to a TGA eliminates processing floats. If more than one bank, or a bank and credit union, have been authorized at a base, station, installation, or command, the local commander, if asked, should give equal recognition when recommending designation of authorized financial institutions as TGA depositories. After approval by the Treasury Department, the commander should make an effort to reasonably distribute official financial transactions among the approved depositories. Public funds shall not be deposited in a financial institution that has not been approved as a general depository except as provided in subparagraph 050102.E, below. Deposits shall not be mailed to a general depository unless specifically authorized by the Treasury Department.*

##### *C. Requests to Deposit with or Change General Depository.*

*DOs shall formally request authorization to deposit collections with a general depository or to change from one authorized depository to another. This requirement includes those instances when on-base banks or credit unions undergo changes, such as acquisitions or mergers. DOs shall send the request to the Defense Finance and Accounting Service, DoD Banking and Credit Union Office (DFAS-PKC/CO), P.O. Box 182317, Columbus, Ohio 43218-2317. After review and approval of the request, DFAS-PKC/CO will forward the request to the Financial Management Service, Department of the Treasury, Chief Depository Review Section, Banking Operations Branch, 3700 East-West Highway, Hyattsville, Maryland 20782. The request should*

*be sent at least 90 calendar days prior to the requested effective date to allow the Treasury Department enough time to make the necessary arrangements and issue appropriate instructions to the depository.*

*The request shall contain the following information:*

- 1. Name and location of the depository currently used.*
- 2. Time and manner that deposits are made with the current depository.*
- 3. Name and location of the proposed depository (specify the name and location of the particular branch office, if applicable).*
- 4. Time and manner that deposits will be made with the proposed depository.*
- 5. Total dollar amount deposited monthly.*
- 6. Total number of checks (including Treasury checks) deposited monthly.*
- 7. Dollar amount and number of Treasury checks deposited monthly.*
- 8. Amount of cash deposited monthly.*
- 9. Number of returned checks per month.*
- 10. Number of SF 215s per month.*
- 11. A brief justification statement outlining distances involved and savings in time and money to be gained by approval of the request.*

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Treasury General Account (TGA)  
Application

AGENCY PROFILE SHEET

Disbursing officers shall formally request authorization to deposit collections with a general depository or to change from one authorized depository to another using the following format.

AGENCY INFORMATION:

Agency Name:  
Agency Location Code (four or eight digits):  
Agency Contact Name (Local):  
Agency Phone Number:  
Agency Address:

FREQUENCY Daily or Weekly	AVERAGE Monthly Deposit (\$)	AVERAGE Monthly Currency Deposit (\$)	AVERAGE Monthly checks volume (#) * Excluding Treasury checks	Delivery Method: Armored Car, Courier or Walk-up (If Armored Car or Courier, please provide name of company)
*Treasury checks: checks volume (#) checks value (\$)				

Approximate start date for first deposit:  
Are the deposits mixed deposits (checks and cash)?  
Approximate number of returned items per month:  
Returned item/adjustment address if different from above:

CURRENT BANK INFORMATION:

Name & Address of Current Banking Location:  
Banking location point of contact, phone, and e-mail address:  
ABA Number:

REQUESTED BANK INFORMATION (If needed attach additional choices):

Name & Address of Current Banking Location:  
Banking location point of contact, phone, and e-mail address:  
ABA Number:

**JUSTIFICATION:** A brief statement outlining distances involved and savings in time and money to be gained by approval of the request.

**DISBURSING OFFICER SIGNATURE:** \_\_\_\_\_  
[\(Top\)](#)

Please complete this form IAW DoD FMR, Volume 5, Chapter 5, paragraph 050102C and fax to:  
DFAS Columbus  
Attn: DFAS-PKC/CO  
P.O. Box 182317 Columbus, OH 43218-2317 Fax: (614) 693-2442



REPLY TO  
ATTENTION OF

**DEPARTMENT OF THE ARMY  
OFFICE OF THE ASSISTANT SECRETARY  
FINANCIAL MANAGEMENT AND COMPTROLLER  
109 ARMY PENTAGON  
WASHINGTON DC 20310-0109**

April 25, 2002

**MEMORANDUM FOR SEE DISTRIBUTION**

**SUBJECT: Clarification of Advertising Policy Guidance Contained in the DoD Financial Management Regulation (FMR), Volume 5, Chapter 34**

**References:**

- a. DoD Financial Management Regulation (FMR), Volume 5, Chapter 34, Paragraph 340403, Sep 00.
- b. OUSD(C) memorandum, March 29, 2002, subject: Clarification of Advertising Policy Guidance Contained in Chapter 34, Volume 5, of the DoD Financial Management Regulation ("DoDFMR") (Attached).

Recently several issues regarding the interpretation of the advertising section of the DoD FMR Volume 5, Chapter 34, paragraph 340403, have been brought to my attention, particularly Internet advertising by off-post financial institutions. I addressed these concerns to Mr. Ronald L. Adolphi, the Acting Director for Finance and Management Policy, OUSD(C), and asked that he provide clarification of the advertising policy. Reference b is that clarification.

In Reference b, Mr. Adolphi states, "This policy, when extended to Internet advertising, precludes the display of electronic banners advertising an off-base financial institution on the home (e.g., default) page of Internet terminals located on-base including those offered by a third party without a fee. This policy does not preclude on-base personnel from accessing websites established by off-base financial institutions from such terminals nor does it prohibit off-base financial institutions from any other form of advertising on the Internet."

My point of contact for this action is CPT Kelly M. Mizell, (703) 693-2766 or [kelly.mizell@hqda.army.mil](mailto:kelly.mizell@hqda.army.mil).

A handwritten signature in black ink that reads "William M. Landrum III".

William M. Landrum III  
Colonel, Finance Corps  
Acting Deputy Assistant Secretary of  
the Army (Financial Operations)

Attachment





OFFICE OF THE UNDER SECRETARY OF DEFENSE  
1100 DEFENSE PENTAGON  
WASHINGTON, DC 20301-1100

MAR 29 2002

COMPTROLLER

*Bill*  
MEMORANDUM FOR ACTING DEPUTY ASSISTANT SECRETARY OF THE ARMY  
(FINANCIAL OPERATIONS)

SUBJECT: Clarification of Advertising Policy Guidance Contained in Chapter 34, Volume 5,  
of the DoD Financial Management Regulation ("DoDFMR")

Your memorandum, subject as above, requested clarification of the Department's policy pertaining to on-base advertising by a financial institution not authorized to operate on the installation. Specifically, you requested our interpretation of the subject policy as it pertains to the financial institution utilizing the Internet and sponsoring on-base events.

Volume 5, Chapter 34, paragraph 340403, "Advertising," of the "DoDFMR" addresses the extent to which financial institutions—operating either on or off a military installation—may employ advertising. With respect to advertising by financial institutions not operating on an installation, subparagraph 340403.E states that off-base financial institutions are not permitted to distribute competitive literature or forms on the installation. In addition, subparagraph 340403.G prohibits installation activities, including Military Exchange Services and concessionaire outlets, from distributing such literature on behalf of off-base financial institutions.

While the distribution of competitive literature either by an off-base financial institution or an on-base activity (on behalf of an off-base financial institution) is prohibited, the "DoDFMR" does describe authorized uses of commercial advertising, mailings or telecommunications. The segregation of advertising into distinct categories makes it clear that the intent of the guidance is not to restrict the customary forms of commercial advertising but, rather, to curtail the display of advertising that is targeted to on-base personnel in direct competition with those financial institutions having the authority to operate on-base. Such advertising includes direct access on the installation to displays containing "take one" pamphlets or account application forms from off-base financial institutions. This policy, when extended to Internet advertising, precludes the display of electronic banners advertising an off-base financial institution on the home (e.g., default) page of Internet terminals located on-base including those offered by a third party without a fee. This policy does not preclude on-base personnel from accessing websites established by off-base financial institutions from such terminals nor does it prohibit off-base financial institutions from any other form of advertising on the Internet.

With respect to on-base events sponsored, in whole or in part, by an off-base financial institution, the display of advertising banners or the distribution of literature either by an off-base financial institution, or an on-base activity in cooperation with an off-base financial institution, is not permitted.

Mr. Tom Summers is the staff contact for this matter. He may be reached by e-mail: [summerst@osd.pentagon.mil](mailto:summerst@osd.pentagon.mil) or by telephone at (703) 602-0299 (DSN 332-0299).

*Adolph*  
*Ronald L. Adolph*  
Ronald L. Adolph  
Director for Finance and Management Policy



COMPTROLLER

OFFICE OF THE UNDER SECRETARY OF DEFENSE  
1100 DEFENSE PENTAGON  
WASHINGTON, DC 20301-1100

NOV 27 2002

MEMORANDUM FOR DIRECTOR FOR FINANCE, DEFENSE FINANCE AND  
ACCOUNTING SERVICE

SUBJECT: Commercial Sponsorship of On-base Community Events by Other Than the  
Financial Institution Authorized to Operate on a Military Installation

Recently, you requested policy guidance regarding commercial sponsorship of on-base community events by other than the financial institution authorized to operate on a Military installation. Your request resulted from the issuance of a legal opinion by the Office of the Staff Judge Advocate, Headquarters, United States European Command (USEUCOM), that permitted morale, welfare and recreation (MWR) activities to accept commercial sponsorship from unauthorized financial institutions in support of on-base community events. The opinion offered by the USEUCOM Office of the Staff Judge Advocate is predicated on paragraph E9.1.1. of DoD Instruction 1015.10, "Programs for Military Morale, Welfare, and Recreation (MWR)," which authorizes MWRs to enter into commercial sponsorship agreements with individuals, agencies, associations, companies, corporations or other entities. You indicated that this opinion appears to conflict with Volume 5, Chapter 34, subparagraphs 340403.E, "Advertising," and 340403.G, "Distribution of Literature," of the DoD Financial Management Regulation ("DoDFMR") which prohibit unauthorized financial institutions from distributing literature on an installation when an authorized financial institution is operating on the installation, and paragraph 4.1.1. of DoDD 1000.11, "Financial Institutions on DoD Installations," that limits the number of financial institutions on an installation to one bank and one credit union.

Your request was forwarded for review to the Office of the Deputy General Counsel (Fiscal) (ODGC(F)). As you will note, the ODGC(F)'s opinion (copy attached) mirrors that expressed by your office. Also attached is a copy of the revised opinion from the USEUCOM Office of the Staff Judge Advocate that is consistent with that of the ODGC(F). Given that the USEUCOM Office of the Staff Judge Advocate's opinion, as revised, is no longer in conflict with the aforementioned issuances governing banks and credit unions, this office's action on your request for policy guidance is assumed to be completed.

Mr. Tom Summers is the staff contact for this matter. He may be reached by e-mail: [summerst@osd.pentagon.mil](mailto:summerst@osd.pentagon.mil) or by telephone at (703) 697-3193.

A handwritten signature in cursive script, reading "Gretchen Anderson".  
Gretchen Anderson

Associate Director for Accounting and Finance  
Policy and Analysis

Attachments





**DEPARTMENT OF DEFENSE  
OFFICE OF GENERAL COUNSEL  
1600 DEFENSE PENTAGON  
WASHINGTON, DC 20301-1600**

01 NOV 2005

**MEMORANDUM FOR DIRECTOR, ACCOUNTING, FINANCE POLICY &  
ANALYSIS, OFFICE OF THE UNDER SECRETARY OF  
DEFENSE (COMPTROLLER)**

**SUBJECT: First Command Bank**

This responds to your 15 August 2002 request for a legal opinion concerning a commercial sponsorship agreement between the Heidelberg Military Community and the First Command Bank, in which the First Command Bank provided funds for a Holiday Bazaar in return for the opportunity to advertise its services on a military installation. First Command Bank is not an accredited financial institution authorized to operate on military installations in USEUCOM. Those banks and credit unions that are authorized to operate on USEUCOM installations have complained that commercial sponsorship agreements with unauthorized financial institutions such as First Command Bank violate their operating agreements and reduce their profits. In none of the Status of Forces Agreements (SOFAs) in Europe has the command accredited First Command Bank as an authorized financial institution to operate on United States military installations in support of armed forces stationed there.

It is our view that the commercial sponsorship agreement with First Command Bank violated DoD Directive 1000.11, paragraph 4.2.2, which limits financial services at overseas DoD installations to chartered institutions with an operating agreement and SOFA accreditation; and DoD Financial Management Regulation, DoD 7000.14-R, volume 5, chapter 34, paragraphs 340403.E. and G., which prohibit unauthorized financial institutions to distribute literature on a military installation if an authorized financial institution is operating on the installation. Furthermore, DoD Instruction 1015.10, Programs for Military Morale, Welfare and Recreation (MWR), which authorizes commercial sponsorship agreements, requires at paragraph E9.1.2. that any public recognition or advertising media permitted as a result of the agreement be reviewed for consistency with DoD and component policies, and be otherwise appropriate.

In sum, the subject commercial sponsorship agreement is inconsistent with the governing SOFA, and with longstanding DoD policy that limits the number of banks and credit unions operating on installation in return for commitments of certain levels of financial services to members of the armed forces. The proponent office for DoD Instruction 1015.10 has reviewed the opinion and concurs.

Ms. Elizabeth Buchanan is the staff contact for this matter. She may be reached by e-mail: [Buchanae@osdgc.osd.mil](mailto:Buchanae@osdgc.osd.mil) or by telephone at (703) 697-7228.

A handwritten signature in black ink, appearing to read "E. Scott Castle".

E. Scott Castle  
Deputy General Counsel (Fiscal)

CF: Staff Judge Advocate, USEUCOM

[\(Top\)](#)



PERSONNEL AND  
READINESS

**UNDER SECRETARY OF DEFENSE  
4000 DEFENSE PENTAGON  
WASHINGTON, D.C. 20301-4000**

APR 29 2002

**MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY (M&RA)  
ASSISTANT SECRETARY OF THE NAVY (M&RA)  
ASSISTANT SECRETARY OF THE AIR FORCE (MR)**

**SUBJECT: Educational Programs on Personal Financial Affairs**

This memorandum provides interim DoD policy for educational programs on personal financial affairs. It supplements the policy found in DoDD 1344.7, Personal Commercial Solicitation on DoD Installations, subparagraph 6.7.1, and will be included in the next revision of that directive. This memorandum rescinds the memorandum, Subject as above, dated November 21, 2001.

The Military Departments shall develop and disseminate information and provide educational programs for members of the Military Services on how to conduct their personal financial affairs, including such subjects as the Truth-in-Lending Act, insurance, Government benefits, savings, and budgeting. Use of non-governmental organizations to fulfill this requirement is limited by this policy.

Representatives of and materials provided by credit unions and banks located on military installations may be used to provide the educational programs and information required by this policy, subject to the following conditions:

- All prospective educators must agree to use appropriate disclaimers in their presentations and on their materials clearly indicating that they do not endorse or favor any commercial supplier, product or service.
- If the organization has any affiliation with a company that sells or markets insurance or other financial products, the approval authority shall consider that company's history of complying with DoDD 1344.7.
- All presentations and educational materials must include appropriate disclaimers clearly indicating that the Department of Defense does not endorse or favor any commercial supplier, product or service.
- Presentations shall be conducted only at the express request of the installation commander.

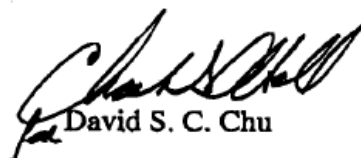
Under no circumstances shall other commercial agents, including representatives of loan, finance, insurance or investment companies, be used to provide the educational programs and information required by this policy. This limitation does not apply to educational programs and information regarding the Survivor Benefit Program and other governmental benefits provided by tax-exempt organizations under section 501(c)(23) of Title 26, United States Code, or by any organization providing such a benefit pursuant to a contract with the government.

Educators from non-governmental, non-commercial organizations expert in personal financial affairs and their materials may, with appropriate disclaimers, provide the educational programs and information required by this policy if approved by a Presidentially-appointed, Senate-confirmed civilian official of the Military Department concerned. Presentations by approved organizations shall be conducted only at the express request of the installation commander.

The following criteria shall be used when considering whether to permit a non-governmental, non-commercial organization to present an educational program or provide materials on personal financial affairs:

- The organization must qualify as a tax-exempt organization under section 501(c)(3) of Title 26, United States Code.
- If the organization has any affiliation with a company that sells or markets insurance or other financial products, the approval authority shall consider that company's history of complying with DoDD 1344.7.
- All prospective educators must agree to use appropriate disclaimers in their presentations and on their educational materials clearly indicating that they do not endorse or favor any commercial supplier, product or service.
- All prospective educators must agree to use appropriate disclaimers in their presentations and on their educational materials clearly indicating that the Department of Defense does not endorse or favor any commercial supplier, product or service.

Please direct questions to Colonel Marcus Beauregard or Mr. James Ellis, MWR Policy Office. They may be reached by telephone at (703) 602-5001 or DSN 332-5001.



David S. C. Chu

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